

Cloud Coach FAQs

What is the time commitment for mentors?

Mentors are expected to write one message a week for eight weeks. Writing time varies, but messages usually take 15-30 minutes to compose. Mentors are also expected to attend the Cloud Summit. The overall commitment is approximately 12 hours.

Who sends the first message?

Mentors. The message exchange is always initiated by mentors. Even if your student hasn't written to you, we hope mentors will send a message to keep the conversation moving forward.

What do we write about?

Mentors use dialogue starters, or [Gateway Prompts](#), to shape the content of their messages. BestPrep based the Gateway Prompts on research conducted by Search Institute. They are intended to center the conversation around envisioning and planning for the future.

What if I'm not sure what to say to my student?

Your BestPrep Coordinator is a great resource and can help guide you on responding to your student. You might also look at our [Sample Mentor Messages](#).

How do I know if my student has written this week?

You will receive a notification email immediately after your student's email passes through our system. If you did not receive a notification, your student almost certainly has not written.

When you reply to your student using the most current Gateway Prompt, you will see three boxes: one to type your new message, one with the text of your message from last week, and one with the text of the student's message from the current week. If the student's box is blank, you know that they have not written.

If you are still unsure whether or not your student has written, contact your BestPrep coordinator.

What if I haven't heard from my student for two or more weeks?

Contact your BestPrep coordinator. They will look into the situation and get back to you.

Is it okay to send my student articles/links to resources related to what we're discussing?

Yes. Please note that some schools block certain websites, like Youtube. Be sure the link you are sending is a reputable resource.

My student is interested in a career, and I happen to know someone in that field! Is it okay to connect them so they may talk?

No, but we would encourage you to talk with your colleagues and pass along any information to your student. It is outside of the program boundaries for students to connect with anyone other than you.

What are the Gateway Prompt tracks?

Mentors can personalize the experience by selecting one of three tracks. The different tracks are designed to address students' differing life plans and goals. Mentors will self-select which track to take with their student each week.

When should I switch tracks?

All mentors should begin the connection in track two. Afterwards, switching between tracks is at the discretion of the mentor. Some Gateway Prompts may prompt you to consider switching tracks under certain circumstances. If you are unsure about switching tracks, contact your BestPrep Coordinator.

What if I am on vacation or unable to complete a message on time?

If you are unable to write a message, let your BestPrep Coordinator know. If possible, tell your student when you'll be gone and when you'll be returning. BestPrep will automatically send the weekly prompt to a student if they do not receive a message from their mentor.

What if I can no longer continue with the program?

Let your BestPrep or Company Coordinator know about your change in status as soon as possible. If you leave the company mid-connection, we are unfortunately not able to continue facilitating the mentorship.

Do I get to meet my student in person?

Yes, you will meet your student at the Cloud Summit.

What is the Cloud Summit?

The Cloud Summit is an in-person meeting between mentors and students held at the company location. Mentors usually eat a meal with their students, give a tour of the company to their student, and participate in pre-planned games or a presentation. The Cloud Summit typically lasts ninety minutes to two hours.

What if I am unable to attend the Cloud Summit?

Because of the important relationship-building aspect of the Cloud Summit, we encourage you to make every effort to attend. However, if you have a schedule conflict, notify your BestPrep or Company Coordinator as soon as possible.

What should I do if I receive a message with rude, vulgar, or inappropriate content?

BestPrep's message portal should automatically flag and halt messages with inappropriate content. If you receive something which makes you uncomfortable in any way, please reach out to your BestPrep Coordinator.

Can I still write messages after the program concludes?

No. The message portal closes upon the conclusion of the program. However, in rare cases, a mentor has continued mentoring their student outside of BestPrep. If you would like to do this, you should contact your BestPrep Coordinator to inquire if this is possible.

Can I give a gift to my student?

No. For the sake of fairness, BestPrep does not permit individual gift-giving. However, if a company wants to give a small gift to every student, that is permissible.